



Studio Manager



Job Description & Person Specification

Buttress

March 2025





Architecture for an equitable tomorrow.



Cultural Manifesto

We are people, designing spaces for people.

We are highly trusting of the people we work with, supporting them to bring their full creative potential to bear on our work as part of a team. We respect their skill and craft and value their unique perspective; always measuring success by how spaces feel to those who use them.

We deliver timeless buildings.

For both new-build and heritage projects, we use our deep knowledge, thoughtfulness and attention to context, to produce work that endures. This includes honouring the natural world, our home under threat. A perspective maintained across the whole development process end-to-end irrespective of fashion.

We design with meaning and integrity.

Conceiving spaces and places of meaning and endurance is our real expertise. It takes deep knowledge of people and places they have loved for hundreds of years. To look down the road ahead, and at the challenges of the day, you need to combine creativity and skill, problem-solving and curiosity.

We are super collaborators.

Our clients have diverse perspectives and requirements. We seek to understand all of them in our process to shape the best spaces, to meet people's needs, and build a sense of community. We excel in cooperative teamwork; embracing the wide variety of skills and personalities available to us.

We are driven by the creative potential of the future.

We are a company with heart, driven by hope, supporting one another to grow through challenge. Believing that together we will shape a better world. Where all can live well with dignity, where we inspire good in one another.



Studio Manager

Reports to:

Managing Director / The Board

Salary Range:

£35,000 - £40,000

General Role:

The Studio Manager plays a key role in the smooth and efficient running of our practice, ensuring the studio is an inspiring, well-organised, and welcoming place for our team, clients, and visitors. From day-to-day operations to long-term planning, they help shape the environment that allows creativity and collaboration to thrive.

They oversee all aspects of studio operations, ensuring we continue to meet the highest industry standards, including ISO 9001 & 14001, Planet Mark accreditation and B Corp certification.

Beyond operations, the Studio Manager plays a vital role in supporting the professional growth of our team, coordinating CPD and training programmes to ensure continuous learning is embedded into studio life. They are a key point of contact for staff, providing support and structure while fostering a positive and collaborative workplace culture.

Key Responsibilities:

Studio & Office Management

- Oversee daily studio operations, ensuring an efficient, professional, and inspiring workspace.
- Manage studio facilities, maintenance, and repairs, including maintaining a list of trusted and compliant consultants for servicing appointments and maintenance visits.
- Act as the first point of contact for suppliers, vendors, and service providers.
- Ensure office cleanliness, safety, and organisational standards are consistently maintained.
- Answering and screening calls with a friendly and helpful approach.
- Managing and handling incoming and outgoing mail.
- Maintain office supplies, IT equipment, and operational resources.
- Organise meeting room bookings and front-of-house responsibilities.
- Build and maintain a network of Studio Managers within the industry to share best practices.

Compliance, Health & Safety, and Risk Management

- Lead ISO 9001 and 14001 compliance, ensuring all documentation, procedures, and audits are up to date.
- Ensure compliance with GDPR, workplace policies, and regulatory requirements.
- Conduct risk assessments and emergency planning.
- Oversee fire alarm testing, safety protocols, and studio-wide H&S compliance.



- Collaborate with external consultants and vendors to uphold environmental and safety standards.
- Maintain up-to-date emergency contact lists and ensure staff are trained on emergency protocols.

Training, CPD & Professional Development

- Coordinate the studio's CPD programme, ensuring all team members meet their professional development commitments.
- Organise training sessions, workshops, and learning opportunities in compliance, sustainability, and industry best practices.
- Maintain CPD records and ensure alignment with professional body requirements.
- Ensure new hires are fully informed of compliance and CPD expectations during onboarding.
- Facilitate mentorship and knowledge-sharing sessions across teams to promote continuous development.

Policy & Procedure Management

- Develop and maintain studio policies and procedures, ensuring alignment with strategic goals.
- Maintain office manuals, updating regularly to reflect changes.
- Work closely with leadership to implement and improve compliance training.
- Monitor compliance performance and recommend process improvements.
- Assist in audits and regulatory reporting.

Team & HR Support

- Act as a key point of contact for studio staff, providing operational and administrative support.
- Coordinating travel and accommodation arrangements for staff, and as needed, for visitors and clients.
- Support with HR administration, including onboarding and training coordination.
- Organise staff training, workshops, and team-building activities.

- Support studio-wide events, exhibitions, and social activities.
- Assist in employee wellness initiatives, ensuring staff health and wellbeing are supported.

Communication & Collaboration

- Promote effective internal communication, ensuring smooth collaboration between teams and leadership.
- Manage internal tools such as intranet updates, shared calendars, and shared mailboxes.
- Use digital tools to collaborate on tasks and projects transparently with colleagues.
- Contribute to improving workflows, processes, and studio-wide efficiency.
- Provide cover for other support roles when required.

Qualifications & Experience:

Essential:

- Proven experience in a studio management, office management, or operations role, ideally in an architectural or creative environment.
- Knowledge of ISO 9001, ISO 14001, GDPR, and Health & Safety (H&S) regulations.
- Experience coordinating CPD, training, and professional development programmes.
- Excellent organisational and multitasking skills, with the ability to manage multiple responsibilities simultaneously.
- Exceptional written and verbal communication skills, ensuring clarity and professionalism across all interactions.
- Proficiency in Microsoft Office and compliance/document management tools.
- A proactive and problem-solving mindset, with a keen eye for detail.
- Experience in budgeting and financial management for studio operations.



Desirable:

- Experience with sustainability and corporate social responsibility (CSR) initiatives.
- Familiarity with compliance auditing, workplace safety, and risk management.
- Understanding of architectural studio workflows and project timelines.

Skills & Abilities

Strategic Thinking

- Ability to develop and implement effective studio operations, compliance, and administrative strategies that align with business objectives.
- Strong problem-solving skills, with the ability to anticipate challenges and create proactive solutions.
- A structured and analytical approach to maintaining compliance, risk assessments, and process improvements.

Communication & Collaboration

- Ability to engage with and support team members at all levels, acting as a key point of contact across the studio.
- Strong interpersonal skills, with the ability to build and maintain relationships with suppliers, vendors, and industry peers.
- Ability to promote a positive and collaborative workplace culture, ensuring effective communication between leadership, staff, and external partners.

Project & Operations Management

- Ability to plan and coordinate training sessions, CPD programmes, and team development activities.
- Strong time management skills, ensuring smooth day-to-day operations while keeping long-term objectives in focus.

Technical & Compliance Skills

- Experience in health & safety procedures, risk assessments, and emergency planning.
- Ability to maintain accurate compliance records, policy documents, and operational reports.

Attributes

- Proactive and solutions-focused, with a keen eye for detail and continuous improvement.
- Approachable and adaptable, thriving in a dynamic and creative environment.
- Self-motivated and dependable, taking ownership of tasks and driving efficiency across the studio.
- Passionate about sustainability and responsible business practices, supporting the studio's commitment to social and environmental responsibility.
- Resilient under pressure, with the ability to remain calm and effective in fast-paced situations.
- A natural team player, fostering a sense of support and collaboration across the practice.

Studio Standards and Policies:

Adherence to our values and commitment to continuous improvement are essential for making a meaningful difference in everything we do. You will support us in maintaining BCorp status and prioritise environmental and social impacts to ensure our practices contribute positively to our community and the planet.

You will also assist in the operation of the Integrated Management System, encourage others to do so and contribute to its ongoing evolution.

Other Duties

From time to time the company may make reasonable requests for you to undertake duties not necessarily covered in the above